



## Tennessee Department of Children's Services Work Aid- 11 Special Child Protective Services Investigative Tasks and Activities

Supplemental to DCS Policy: [14.25 Special Child Protective Services Investigations](#)

CPS Investigative Tasks	CPS Investigative Activities
<b>A. Notifications at the opening of a Special Investigation case</b>	<p>When the case involves children in custody, the following notifications are made within one (1) business day of case assignment:</p> <ul style="list-style-type: none"><li>a) DCS staff, including but not limited to:<ul style="list-style-type: none"><li>◆ DCS Licensing;</li><li>◆ Foster Care and Adoption (FC&amp;A);</li><li>◆ Performance and Quality Improvement (PQI);<ul style="list-style-type: none"><li>○ Foster Home Quality Team (FHQT);</li><li>○ Provider Quality Team (PQT)</li></ul></li><li>◆ SIU Management;</li><li>◆ The child's Family Service Worker (FSW);</li><li>◆ The supervising Team Leader (TL);</li><li>◆ The Regional Administrator (TC) of Placement;</li><li>◆ The Office of the Interstate Compact on the Placement of Children (ICPC); and</li><li>◆ The Regional Administrator (RA), or designee, of the assigned region.</li></ul></li><li>b) When the allegation involves a child placed at a Youth Development Center (YDC), the following staff, in addition to those listed in 1.a above, are notified:<ul style="list-style-type: none"><li>◆ The YDC Superintendent;</li><li>◆ The Deputy Commissioner of the Office of Juvenile Justice; and</li></ul></li></ul>

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	<ul style="list-style-type: none"> <li>◆ The Regional Administrator, or designee, of the region where the incident occurred.</li> </ul> <p>c) When the case involves a DCS employee, the following notifications are made immediately upon case assignment:</p> <ul style="list-style-type: none"> <li>◆ Regional Administrator;</li> <li>◆ Regional Investigation Director;</li> <li>◆ Executive Director of Child Safety;</li> <li>◆ Director of Investigations;</li> <li>◆ Executive Director of Risk Management;</li> <li>◆ YDC Superintendent when a YDC employee is involved; and</li> <li>◆ The Director with responsibilities over the work unit of the DCS employee.</li> </ul> <p>d) When a case involves school personnel, SIU staff immediately notifies the Superintendent or designee assigned to the school district where the allegation occurred.</p> <p><b>Note:</b> SIU staff notifies the District Attorney and Juvenile Court within twenty-four (24) hours of case assignment for all cases assigned as severe abuse.</p> <p><b><u>Other notifications, as applicable:</u></b></p> <p>Initial notice is given by the next business day from the receipt of the referral to the following individuals:</p> <ul style="list-style-type: none"> <li>◆ Department of Intellectual and Developmental Disabilities (DIDD) Disability Rights Tennessee (formerly known as Disability Law and Advocacy Center of Tennessee);</li> <li>◆ Department of Human Services Day Care Licensing;</li> <li>◆ Department of Education (DOE) when the case involves a day care who is obtaining their license through the DOE.</li> </ul>
<b>B. Notifications at the closure of a Special Investigation</b>	<p>If the investigation involves a child in custody, the following notifications are made at case closure:</p> <p>a) When the investigation involves a child placed in a foster home or contract placement, the closing notification includes the following;</p> <ul style="list-style-type: none"> <li>◆ DCS Licensing;</li> </ul>

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	<ul style="list-style-type: none"> <li>◆ FC&amp;A;</li> <li>◆ PQI; <ul style="list-style-type: none"> <li>○ FHQT</li> <li>○ PQT</li> </ul> </li> <li>◆ SIU Management;</li> <li>◆ Executive Director of Risk Management</li> <li>◆ The child's FSW;</li> <li>◆ The supervising TL;</li> <li>◆ TC of Placement;</li> <li>◆ ICPC</li> <li>◆ YDC Superintendent, if applicable;</li> <li>◆ The RA, or designee, of the assigned region; and</li> <li>◆ The biological or legal parent/legal custodian of the foster child regarding the outcome of the investigation.</li> </ul> <p>b) If the alleged perpetrator (AP) is a DCS employee, closing notification is made to:</p> <ul style="list-style-type: none"> <li>◆ The RA;</li> <li>◆ Executive Director of Regional Support;</li> <li>◆ YDC Superintendent;</li> <li>◆ Executive Director of Risk Management; and</li> <li>◆ The Executive Director of Child Safety.</li> </ul> <p><b>Note:</b> When the employee is a licensed professional, the Deputy Commissioner of Child Health or designee is notified upon closure for review of the case to assess whether the employee will be reported to the appropriate board for potential licensure violations.</p> <p>c) If the child is a non-custodial child placed in a contract facility, the debriefing occurs with the following:</p> <ul style="list-style-type: none"> <li>◆ Director of the program; and</li> </ul>

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	<ul style="list-style-type: none"> <li>◆ Parent/legal custodian of the child.</li> </ul> <p><b>Note:</b> A closing notification document is not required.</p>
<p><b>C. Debriefing case outcomes for Substantiated cases and unsubstantiated cases with noted issues</b></p>	<ol style="list-style-type: none"> <li>1. Cases involving child(ren) residing in DCS and Private Provider Foster Homes               <ol style="list-style-type: none"> <li>a) The SIU Investigator discusses the case with the Lead Investigator (LI) for classification decisions and discusses any concerns regarding the case.</li> <li>b) The SIU Investigator notifies (by phone, in person, or other) the perpetrator of the final results of the investigation.</li> <li>c) The SIU Investigator schedules the debriefing call/meeting with the FSW, FSW TL, DCS Placement TC, Private Provider representative (if applicable), foster parent(s), and/or Foster Parent Advocate (if they choose to participate). It is suggested that the SIU investigator coordinate scheduling with all parties for an agreed time of the call to promote communication and best practice.                   <ul style="list-style-type: none"> <li>◆ The debriefing can occur once the review has been held with the SIU LI prior to closure of the case.</li> </ul> </li> <li>d) The SIU Investigator notifies the appropriate staff members overseeing the resource home. If the home is a private provider home, the SIU Investigator debriefs with the identified contact person from the agency. If the foster home is a DCS home, the SIU Investigator debriefs the TC of DCS Placement and/or the Foster parent Support Case Manager within the region.                   <p><b>Note:</b> A formal phone call is not required with the FSW/TL on cases that are unsubstantiated.</p> </li> <li>e) The LI completes and sends out the SIU closing notice to the same individuals that received that received the initial notice at the onset of the investigation.                   <p><b>Note:</b> This is an internal document and is not disseminated outside of DCS.</p> </li> <li>f) The case is then sent to the Foster Home Quality Team.                   <p><b>Note:</b> If the SIU case is unsubstantiated without noted issues, debriefing without noted issues, debriefing could occur by an email notification to the appropriate parties.</p> </li> </ol> </li> <li>2. When the case involves contracted program facilities, a call is scheduled with the following persons to debrief the investigation:               <ul style="list-style-type: none"> <li>◆ Director of the identified program; and if the child is in DCS custody, the following staff should be notified:                   <ul style="list-style-type: none"> <li>○ FSW;</li> <li>○ FWS TL; and</li> </ul> </li> </ul> </li> </ol>

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	<ul style="list-style-type: none"> <li>○ DCS Placement TC.</li> </ul> <ol style="list-style-type: none"> <li>3. When the case involves a DCS employee, the RA or designee is contacted and debriefed regarding the outcome of the investigation.</li> <li>4. When the case involves a licensed contract agency, information is conveyed to the licensed agency and appropriate licensing specialist or supervisor regarding the outcome of the investigation. Information is shared within three (3) days of the classification decision and minimally includes:               <ol style="list-style-type: none"> <li>a) The classification decision and, if substantiated, the person(s) responsible for the child abuse or neglect;</li> <li>b) Recommendations on imminent risk to the child(ren) and necessary corrective actions to ensure the safety of the child(ren); and</li> <li>c) Recommendations or concerns.</li> </ol> </li> </ol> <p><b>Note:</b> Information is conveyed to the Department of Human Services (DHS) Day Care Licensing Program Evaluator or Supervisor per the <b><i>DCS/DHS Memorandum of Understanding</i></b>.</p>